

Tuesdays with Tammy Nevada Libraries Forum
from
Nevada State Library, Archives and Public Records
10 a.m. - 11:00 a.m.
Tuesday
June 2, 2020

Notes

Attending: Tammy Westergard, Sulin Jones, Norma Fowler, Bruce Douglass, Betts Markle, NSLAPR: Margot Chappel, NV Dept. of Public and Behavioral Health, guest speaker and SCLL member; Kim Diehm, Boulder City; Diane Baker, Tod Colegrove, Carson City; Carol Lloyd, Churchill County; Amy Dodson, Douglas County; Caroline Hoover, Marcie Smedley, Joy Gunn, Henderson; Elizabeth Robinson, Jessica Anderson, Humboldt County; Ron Heezen, Danielle Milam, LVCCLD; Courtney Oberhansli, Mineral County; Shelly Alexander, North Las Vegas; Alysha Wogee, Amy Bruno, Shanna Gibbons, Susan Wonderly, Pahrump; Kathy Brinkerhoff, Pershing County; Jeff Scott, Joan Dalusung, Washoe County; Cyndi O, NV Library CoOp; Anna Brueher, Lyon Co. School District; Holly Esposito, Washoe Co. School District; Pamela Bidart, Humboldt Co. School District; Kathy Ray, UNR; Lara Schott, Sierra Nevada College; Lynn Best, CSN; Maggie Farrell, UNLV; Mary Shultz, UNR Medical Library; Ron Belbin, WNC; Sarah Bates, Washoe County Law Library; Nancy Schmidt, SCLL.



WHAT PEOPLE ARE THINKING RIGHT NOW



Strengths:

- Libraries continue building resilience and sharing ideas through these challenging times
- Libraries are finding solutions to operate during the current crisis.
- Libraries are working with state and local government to lessen the impact of COVID19
- Libraries are working with one another in recovery and reopening phase for Nevada.



Struggles:

- Determining how to enforce social distancing especially with students in academic libraries
- Dealing with libraries that are physically designed for collaboration, not social and physical distancing
- Keeping staff and public safe during phase-in reopening of services.
- Trying to anticipate future problems and how to respond to them.
- Dealing with anxiety of staff being exposed to the COVID19 virus.
- Trying to not adversely affect the learning experience of students and patrons.



Opportunities

- Demonstrating value of libraries in assisting with reopening of Nevada.
- Development of virtual and digital service programming for the public.
- Providing safe environments for staff and patrons while providing services.



Trends

- Schools, communities, and libraries continue working together.
- Libraries are improving their visibility and profile through digital content and services.
- Phased in re-opening of libraries is beginning.

Announcements: Tammy Westergard welcomed everyone and acknowledged the current civil unrest and the Las Vegas Police officer shot in the line of duty. She then introduced a guest speaker.

Guest Speaker: Margot Chappel is the Deputy Administrator of Regulatory Services Division of Public Health and Behavioral Services for the Department of Health and Human Services and is the longest standing member of the SCLL. She was invited to share best practices when it comes to taking care of one another and dealing with an anxious public. She asked attendees what their biggest worry is right now, and the responses posted in chat all dealt with concerns about interacting with the public and keeping everyone safe (public not adhering to social distancing; keeping team and community safe; pushback on staff from potentially belligerent members of the community). When dealing with the public, she made the following suggestions:

- Signage placed on the outside of the library outlining policies on entering the premises (i.e. social distancing, mask wearing)
- Written agreement for patrons to check before entering the library
- Infrared thermometer – all counties will receive on a per capita basis. Libraries could request one from local Emergency Management
- Libraries might want to consider a reservation system that allows for temperature to be taken and then patrons can return home or to their cars until their appointment time to prevent overheating during the summer
- Mark floors with proper social distancing of 6 feet when standing in line for checkout
- encouraging limit on number of people entering the building at one time—smaller libraries might want to lock the door or arrange appointment times to manage number of patrons inside (might want to ask law enforcement to help with this)
- Have people sanitize or wash hands after entering the building
- If staff will be required to wear masks when dealing with public and coworkers, ask staff and public how they feel about these guidelines. If uneasy with them, other options can be explored (i.e. curbside pickup, phone reference service)

She then discussed helping staff deal with the anxiety associated with reopening and dealing with the public with the COVID19 threat. She stressed that it is important to know how to communicate with one another during this time. It is easy to get caught up in what staff and patrons will think when presented with these restrictions, but it is more important to focus on the outcome of everyone staying safe. For staff dealing with anxiety recommendations:

- Develop a support team for staff to talk with to help deal with anxiety and stress (i.e. supervisors, coworkers, health care professionals).
- Schedule daily or weekly conference calls, zoom meetings, for staff to keep informed about what is working and not working.
- Consider age of staff and any underlying health issues they or their families may have while adhering to privacy policies of your H.R. department.
- Share policies and procedures with staff and ask for feedback from them.
- Make sure staff feels like they are being heard and taken care of.
- Institute a critical stress debriefing model for dealing with stressful incidents after they occur.
- Establish a safe place for staff to discuss personal or work issues that ensures privacy and no reprisals.
- Discuss a systematic review with staff of what went well during the shutdown and didn't.
- Put safety first and look out for each other.

Some points she made were taken from a Montana State Library document provided to her by Tammy. The document is appended to these notes.

Reopening Guidelines for Libraries from the Nevada Library Association and Nevada State Library are now official. Tammy thanked all those involved in drafting the guidelines and commented that the language was cleared up, a Phase Zero was added, and the guidelines side on the highest level of safety when it comes to using PPE. The guidelines were sent to the NLA Board over the weekend and all concurred.

Updates:

Danielle Milam and Ron Heezen: LVCCLD revised their reopening plan to realign with the Governor's guidelines. Curbside service is in flux. Staff embraced the procedures involving PPE and patrons are happy to see a return to service for holds. In response to a question from Tammy about staff morale, Danielle mentioned that they have a voluntary furlough document and employee separation packet for staff members who are not comfortable returning to work. She forwarded those documents to Tammy to share with the library community. Masks are not required of customers and temperatures are not taken unless warranted by customer behavior. Facilities have been deep cleaned, signage put in place, and sneeze guards installed. HR is handling most staff concerns regarding anxiety and privacy. The hardest problem is with staff anxiety about being exposed to COVID19, but they have worked hard to minimize the risk as best they can with procedures and protocols. Ron Heezen remarked that staff are our biggest asset and their comfort level will help ensure the comfort level of our customers.

Kathy Ray: The UNR campus is reopening at a moderate pace, staff is returning, and they are trying to figure out how to be ready for students returning in July. She commented that libraries are built for collaboration, not separation, and it is difficult to see how to adjust for physical distancing while still keeping spaces attractive.

Lara Schott: Sierra Nevada College is in a similar situation. The college administration is looking at 6-week micro-sessions for the upcoming year. Offices are gradually reopening, and they are trying to figure out how to make the library accessible and safe.

Ron Belbin: Western Nevada College's summer session, library services and academic coaching are all online for the moment but that could change half-way through. The college is exploring scenarios for the fall including one for being open only two days a week. They are also struggling with collaborative space

and are concerned about adverse effects on student learning due to absence of collaborative opportunities.

Maggie Farrell: UNLV staff has returned to work in the building, and the Main Library is expected to open July 6th, 2020. When it reopens, it will only be open to NSHE students, which will allow staff to monitor the number of people in the building and to ensure they are wearing masks. Fall semester is the big concern with returning students and trying to maintain physical distancing in the library.

Shelley Alexander: North Las Vegas implemented dialysis Virtual Reality training for a single patron. It was a challenge to physically assist the user due to 6 feet distancing, but they were able to learn how to better help the patron and have another appointment scheduled for next week.

Tod Colegrove and Diane Baker: Carson City's Creative Learning staff is working to layer things into the summer learning program to support reading levels and combat summer slide. The library is ramping up curbside pickup and opening to the public this week. Staff has some anxiety about returning to work and being exposed to the public. They have removed all seating and will be encouraging patrons to move along. Tod added that they are also seeing big increases in the number of people experiencing homelessness around the library which complicates social distancing rules.

Tammy concluded the meeting by saying that summer reading programs have kicked off, and she thanked everyone who participated in the MyON webinars.



Staff Safety for Montana Libraries for Return to Work – COVID-19

THINK like a firefighter/EMT

Goal:

- Preserve health of staff
 - o Physical
 - o Emotional
- Leading to... safe, sustainable restoration of library operations

Considerations:

- Physical concerns of staff
 - o Age
 - o Underlying physical conditions
 - o Risk of exposure at home
 - o Others?
- Emotional concerns of staff
 - o Confidence that library will keep them safe
 - o Ability to manage issues at home
 - o Fear of financial impacts
 - o Others?



Debrief – the Critical Incident Stress Debriefing model

- Do it soon – as time elapses from the event (library closure), the debrief is less effective (Davis, 1993, Mitchell, 1988).
 - o Organize fairly homogeneous small groups
 - o Do not record or take personal notes – instead, use a whiteboard or chart paper to only note findings that the entire group agrees to record. Assure everyone of the safety of the room, that nothing stated will be held against the employee. For this process to be effective, there can be no fear of reprisals nor pushbacks.
 - o Use these 7 steps, with suggested questions:
 1. Audit the impacts: How has the library's reduction in services impacted you?
 2. Identify immediate issues with safety and security: How have you and your family adapted? Do you feel safe? Are you and your family financially secure? Do you have family members that are at higher risk because of their work or they current health?
 3. Venting and validation: How are you feeling? What things happened in the past few weeks that have given you concerns? What could we make

happen to give you hope and help you to feel confident about resuming operations at the library?

4. Predict and plan for hurdles: As we consider restoring library services, what problems or concerns do you see? How should we plan to address these concerns? What additional information do we need to be able to plan well?
 5. Systematic review: as library services were curtailed, what went well in the shut down and what did not go well? If curtailing operations is needed again, how should it be done differently? What have we learned about responding to this emergency that we can use to improve our response to other emergencies?
 6. Seek closure: What are you looking forward to? What can be done to reassure you? What are your ideas to provide for an orderly restoration of library services? What follow-up is needed?
 7. Re-entry: Emphasize that each person has absolute authority over their own personal safety – physical and emotional – and that we can and should look out for each other as well. How can we assure that anyone who does not feel safe, is able to express and address their concerns? Discuss plans for promoting safety in the workplace and invite staff to discuss any flexible accommodations that they may need.
- Provide trauma counseling – does your county/city provide an Employee Assistance Program? MACo program info: <https://www.mtcounties.org/risk-sharing/health-care-trust/employee-assistance-program/>
 - As you are planning for phased-in restoration of library services:
 - o Understand the hazards
 - o Put safety first
 - o Everyone has absolute authority over their own personal safety; look out for others

April, 2020

Montana State Library

CCO - firefighter image: Jacqueline Macou Pixabay CCO

“Smooth seas do not make skillful sailors.”

- African Proverb